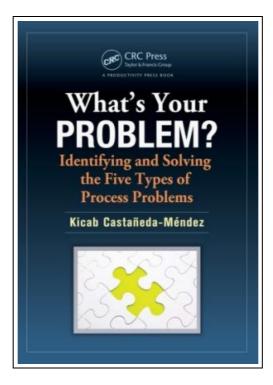
### What s Your Problem? Identifying and Solving the Five Types of Process Problems (Paperback)



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